












-  Goal Achieved
-  Moving Toward Target
-  Goal Not Achieved
-  Goal Not Established

PROGRAM SUPPORT CENTER PERFORMANCE STANDARDS



Bold: Indicates previous GPRA performance goal



PROGRAM SUPPORT CENTER	GOAL #	GOAL DESCRIPTION		Status				
				FY 1999	FY 2000	FY 2001	FY 2002	FY 2003
	1	Achieve overall increase in customer satisfaction (PSC Survey) <i>Current GPRA Goal #43</i>						
	2	Achieve overall increase in employee satisfaction (PSC Survey) <i>Current GPRA Goal #2</i>						
	3	Increase Human Resources Management Index (HRMI) satisfaction index <i>HHS Survey item; survey initiated in FY01 as baseline</i>					Goal of 5% Increase	Goal of 5% Increase
	4	Increase Human Resources Management Index (HRMI) participation <i>HHS Survey item; survey initiated in FY01 as baseline</i>					Goal of 5% Increase	Goal of 5% Increase
	5	Conduct customer service training for 10% of PSC employees						
	6	Publish PSC Annual Report						
	7	Conduct annual PSC Expo for PSC customers & potential customers						
	8	Put up for competition appropriate percentages of areas on PSC FAIR Act Inventory <i>Current GPRA Goal #36</i>					5% of FY01 Baseline	5% of FY01 Baseline
	9	<i>Develop at least one waiver/pilot program/business change</i>						
	10	Reduce number of EEO issues that go to investigation from previous fiscal year <i>FY01 Baseline Year</i>						
	11	Delay and streamline PSC; increase employee to supervisor ratio <i>Current GPRA Goal #42</i> <i>FY00 Baseline Year</i>						
	12	Decrease pricing in at least 1 service offering in AO, FM, HR & FOH <i>FY01 Baseline Year</i>						
	13	Meet or exceed PSC Diversity Goals <i>FY01 Baseline Year</i>						


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PROGRAM SUPPORT CENTER PERFORMANCE STANDARDS



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ADMINISTRATIVE OPERATIONS	GOAL #	GOAL DESCRIPTION		Status				
				FY 1999	FY 2000	FY 2001	FY 2002	FY 2003
Administrative Operations Service (AOS)								
	14	Publish 2 AOS Success Stories			3			
Acquisitions								
		Pricing		Various, depending on contract type and agreements				
	15	Increase use of performance based contracts; Award at least 20% of new eligible PSC service contracts over \$100K as performance based Current GPRA Goal #37			33%			

	16	Expand on-line procurements and E-government services; Post all synopses over \$25K on government wide web site <i>Current GPRA Goal #38</i>			Achieved 100%		
	17	Award in 5 working days from receipt of an acceptable RFC 95% of Micro-Purchases (Simplified Acquisitions Under \$2,500) <i>Current GPRA Goal #2</i> <i>Note: Previous GPRA goal of only average time rather than number of transactions</i>	Avg 8 days	Avg 8 days	95%		
	18	Award in 15 working days from receipt of an acceptable RFC 95% of simplified acquisitions (less complex under \$100,000) <i>Current GPRA Goal #2</i> <i>Note: Previous GPRA goal of only average time rather than number of transactions</i>	Avg 12 days	Avg 12 days	95%		
	19	Award in 45 working days from receipt of an acceptable RFC 95% of simplified acquisitions (complex) <i>Current GPRA Goal #2</i> <i>Note: Previous GPRA goal of only average time rather than number of transactions</i>	Avg 12 days	Avg 25 days	96%		
	20	Award in 90 days from receipt of an acceptable RFC 95% of sealed bid acquisitions <i>Current GPRA Goal #2</i> <i>Note: Previous GPRA goal of only average time rather than number of transactions</i>	None processed	Avg 192 days	None processed in FY 2001		
	21	Award in 90 working days from receipt of an acceptable RFC 95% of negotiated sole source <i>Current GPRA Goal #2</i> <i>Note: Previous GPRA goal of only average time rather than number of transactions</i>	Avg 88 days	Avg 126 days	95%		
	22	Award in 135 days from receipt of an acceptable RFC 95% of negotiated competitive acquisitions (non-complex) <i>Current GPRA Goal #2</i> <i>Note: Previous GPRA goal of only average time rather than number of transactions</i>	Avg 176 days	Avg 135 days	95%		
	23	Award in 175 days from receipt of an acceptable RFC 95% of negotiated competitive acquisitions (complex) <i>Current GPRA Goal #2</i> <i>Note: Previous GPRA goal of only average time rather than number of transactions</i>	Avg 121 days	Avg 183 days	100%		
	24	Expand Acquisitions Customer Base.			2 new cust.		
Claims	Pricing per hour		\$68.00	\$68.00	\$68.00	\$68.00	\$68.00
	25	Upon receipt of a complete application, 90% of determinations are made on small claims (less than \$10,000) are made within 30 days			97%		
Asset Management	Pricing		\$10 +	\$11.50/\$1,000	\$11.50/\$1,000	\$11.50/\$1,000	\$11.50/\$1,000
	26	Conduct 98% of customer physical inventory of all capitalized items annually.			100%		
Building & Space Mgt	Per Square Foot		\$2.90	\$2.90	\$2.40	\$7.676	\$7.676
	27	Increase Percentage of Service Calls Corrected During First Response <i>Current GPRA Goal #11</i> <i>Note: Base of 91% in FY98</i>	94%	94%	95%		
	28	McKinney Act homeless applications - Upon receipt of a complete application, 85% of determinations made within 25 days			90%		
	29	Alterations - Design, contracting, and buildout are negotiated and prioritized with customers. 90% of jobs under \$1,000 are contracted within 3 days.			84%		
Conference Center	Hourly Charge		\$30.00	\$32.00	\$32.00	\$32-\$40	\$32-\$40

Copy Paper	30	95% of room reservations are confirmed within 24 hours of completed requests.			99%		
	Market Price						
Carpeting	31	90% of deliveries made within 24 hours of receipt.			99.0%		
	Per Square Yard (not installed)		\$10.00	\$10.00	\$10.00	\$10.00	\$10.00
Electronic Typesetting	32	90% of carpet standard colors will be available for installation within 15 days of order			100%		
	Hourly Charge		\$60.00	\$60.00	\$60.00		
Forms & Publications	32	90% of jobs delivered on time.			90%		
	Pricing		Varies; percent of actual usage				
	33	95% of orders picked and shipped within 24 working hours of request receipt.			97.8%		
	34	Reduce the Unit Cost of Forms and Publications Distribution Service for HHS Customer Products by 5% - Note: Baseline prices in FY00 <i>Current GPRA Goal #34</i>			-6%		
Rehabilitated Furniture	Pricing		Per item requested				
	35	90% of purchased items delivered within 24 hours of customer's requested date.			100%		
General Storage	Per Square Foot Occupied		\$13.40	\$13.40	\$13.40	\$13.40	\$13.40
	36	90% of property picked up and received for storage within 24 working hours of customer's requested pickup date			100%		
Graphic Arts	Pricing		in-house hours + contract cost + surcharge				
	37	Jobs delivered on time 90% of time.			97.4%		
Library	Pricing		percent of population served				
	38	95% of database search requests completed within 24 hours of receipt.			97.75%		
Mail	Per piece of mail		\$0.33	\$0.24	\$0.24	\$0.23	\$0.23
	39	Properly addressed incoming and outgoing mail will be processed within one day. Shipments received with special agreements, e.g., large mailings will be processed within 5 days over 97% of the time <i>Current GPRA Goal #12</i>		97% baseline	100%		
Materiel Management	Pricing		percent of total agency billing units				
	40	95% of requests for the delivery of paper stock will be filled within 24 hours. (e.g. letterhead)			95%		
Motor Pool	Pricing		miles/# of trips/or lease cost				
	41	Vehicle availability at least 90% of the time.			100%		
Office Movers	Per hour charge		\$23.00	\$23.00	\$27.50	\$27.50	\$27.50
	42	Increase or maintain a 90% Level of Satisfaction with Office Mover Services.	95%	92%	92%		
	43	90% same day deliveries for vendor shipments to the Parklawn Dock.			96.4%		

Printing Procurement	Value of orders + surcharge		9%	9%	9%	9%	9%
	44	95% of incoming orders received will be entered into the Production Automated Management System (PAMS) and acted upon within 24 hours.			99%		
Property Disposal	Per piece based on type		\$5-\$100	\$5-\$100	\$5-\$100	\$5-\$100	\$5-\$100
	45	80% of all property will be disposed within 180 days of receipt.			81.3%		
	46	90% of materials to be picked up will be done within 24 hours of request receipt.			87.2%		
Reprographics	Pricing		per copy/actual cost/or hourly cost + cost				
	47	Reduce the Cost-per-Copy Charges to Our Customers	\$0.0425	\$0.0425	\$0.0425		
	48	95% of Copying jobs brought to the manned centers will be completed in three business days			95.8%		
Security	Pricing		percentage of population served+Sp. Request				
	49	Reduce Incidents of Workplace Violence, Thefts, and Threats to Federal Property (17 incidents in FY98). Current GPRA Goal #44	8	9	-3%		
Shipping & Handling	Pricing		percent of value of items shipped+fee				
	50	90% of property shipped within 24 working hours of customer request.			95%		
	51	90% of new acquisitions processed (WIMS) within 24 hours of receipt from vendor.			92.3%		
Shredding	Per box		\$15.00	\$15.00	\$15.00	\$15.00	\$15.00
	52	90% of materials to be shredded picked up within 24 hours of request receipt.			48%		
Telecommunications	Per line charge		\$108.00	\$108.00	\$108.00	\$108.00	\$108.00
	53	95% of telephone service requests are completed within four business days of receipt			95.5%		
TIP	Per line charge		\$24.50	\$24.50	\$24.50	\$24.50	\$24.50
	54	Maintain Unit Cost per Line. Current GPRA Goal #35	\$24.50	\$24.50	\$24.50		
	55	Exceed Acceptable Industry Standards for Switching Performance. Baseline industry standard of 98.5%			99.4%		
	56	Achieve an Overall Rating of Good or Better on Installation and Repair Services (TIP)	no survey vs. 100% goal	98% vs. 100% goal	98.4%		
	57	99% of all trouble calls are cleared on time.			99.3%		
Supply Service Center	Pricing		per item requested				
	58	Achieve a 95% Fill Rate Standard for the SSC. Current GPRA Goal #3	96.30%	99%	96%		
	59	Achieve a .5% Delivery Discrepancy Rate for the SSC. Current GPRA Goal #3	0.49%	0.35%	0.09%		
	60	Achieve a .05% Damaged Shipment Rate for the SSC. Current GPRA Goal #3	0.03%	0.03%	0.01%		
	61	Achieve a 0.4% Shipping Accuracy Rate for the SSC.	0.22%	0.25%	0.04%		



		Current GPRA Goal #3				
62		Achieve a 95% Rate in Meeting the Order Turn-Around Time Standard.	100%	100%	95%	
		Current GPRA Goal #3				
63		Achieve a 95% Customer Satisfaction Rate with SSC Services.	95.7% vs. 100% goal	94% vs. 100% goal	95%	
		Current GPRA Goal #3				

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FINANCIAL MANAGEMENT	GOAL #	GOAL DESCRIPTION		Status						
				FY 1999	FY 2000	FY 2001	FY 2002	FY 2003		
Financial Management Service (FMS)										
	64	Publish 2 FMS Success Stories			3					
	65	Reduce erroneous payments to receiptants of government funds (minimum base of .075% of total payments) <i>Payment Management System</i> <i>Commercial Payments</i> <i>Travel Management System</i> <i>Current GPRA Goal #16</i>			0.0025					
Cost Allocation			<i>Per Hour Charge</i>	\$124.41	\$125.80	\$129.78	\$132.73	\$137.42		
	66	Review and Negotiate 85% of Indirect Cost Rate Proposals Within Six Months of Receipt. <i>Current GPRA Goal #29</i>	82% vs. 70% goal	81% vs. 80% goal	93%					
	67	Review and negotiate 85% of statewide cost allocation plans within 12 months of receipt								
	68	Complete 95% of Assigned Audit Resolution Activities Within Six Months of Receipt.	100%	100%	100%					
	69	Improve Customer Satisfaction With the Indirect Cost Rate Process.	67% goal no survey	no survey						
Payment Management			<i>Pricing</i>	number of open documents & authorizations						
	70	Increase the Non-HHS Customer Base serviced by the Payment Management System. <i>Note: Base of 36 customers in FY98</i>	45 vs. 40 goal	45 vs. 45 goal	45 vs. 45 goal					
	71	Increase the Level of Customer Satisfaction with Payment Management Services. <i>Note: Base of 100% funds delivered, increase of audit confirmation w/in 5 days</i>								
	72	Increase the Number of Recipient Organizations Reporting Electronically. <i>Current GPRA Goal #39</i> <i>FY98 Base: 2,100</i>	9,486	11,500	16,500					
	73	PMS Reports (except 272 reports) are timely, accurate, and available 95% of the time within 5 days after closing								

Accounting Services

74	95% of grant requests will be delivered next business day			99.80%	
75	PMS is available each day from 8:00am to 7:30pm EST 98% of the time			100%	
		<i>Per transaction</i>	\$5.96	\$5.60	\$5.44
				\$5.40	\$5.55
	Achieve unqualified (clean) audit opinions				
76	<i>Program Support Center (PSC)</i>				
77	<i>Substance Abuse & Mental Health Services Administration (SAMHSA)</i>				
78	<i>Health Resources & Services Administration (HRSA)</i>				
79	<i>Administration for Family and Children (ACF)</i>				
80	<i>Administration on Aging (AoA)</i>		Balance Sheet only		
81	<i>Indian Health Service (IHS)</i>		Balance Sheet only		
Current GPRA Goals #17 through 22					
	Annual Financial Statement Audits identify no new Material Weaknesses or Reportable Conditions when compared to prior year				
82	<i>Program Support Center (PSC)</i>				
83	<i>Substance Abuse & Mental Health Services Administration (SAMHSA)</i>				
84	<i>Health Resources & Services Administration (HRSA)</i>				
85	<i>Administration for Family and Children (ACF)</i>				
86	<i>Administration on Aging (AoA)</i>				
87	<i>Indian Health Service (IHS)</i>				
Current GPRA Goals #23 through 28					
88	95% of audited financial statements submitted on schedule				
89	Submit required financial reports within 5 days after end of period 95% of time			95%	
90	95% timely recording of accounting events (w/in 3 days)				
91	Close fiscal year within 15 days of year's end			15 days	
92	Resolve 50% Material Weaknesses/Reportable Conditions Identified in Audit of Financial Statements within 1 year, 75% within 2 years, 100% within 5 years. <i>modified goal</i>	Reduced from 11 to 7	71.4%		
	<i>50% within 1 year of audit</i>				
	<i>75% within 2 years of audit</i>				
	<i>100% within 5 years of audit</i>				
93	Increase Non-Waivered Electronic Disbursements with 85% minimum. Current GPRA Goal #30	81.4% vs. 100% goal	87.6% vs. 100% goal	95.60%	
94	Exceed the OMB Objective of 95% of Vendor Invoices Paid on Time. Current GPRA Goal #31 PREVIOUS GPRA GOAL: Increase Yield of Debt Management Services and Refer Verified Delinquent Debts to the Treasury Offset Program (TOP)	98.30%	99.70%	99.70%	
95	Increase Overall Customer Satisfaction with Financial Services, such as Travel, Electronic Reporting, and Electronic Commerce. <i>Note: Base of 89.2% in FY98</i>	no survey	no survey		
		<i>Labor Hours/Offset against collections/agreement</i>	\$17.39	varies	varies
				varies	varies
96	Refer 95% of delinquent debts to TOP within required timeframes			94%	

Debt Management

		Current GPRA Goal #32 PREVIOUS GPRA GOAL: Increase Yield of Debt Management Services and Refer Verified Delinquent Debts to the Treasury Offset Program (TOP)					
	97	Refer 95% of eligible health profession debts to the Office of Inspector General for exclusion from participation in Medicare			100%		
	98	Issue cancellation of indebtedness (1099c) to eligible health profession debtors and report to IRS for debts written off - 95%			100%		
Travel Management System		<i>Per Transaction</i>	\$7.97	\$8.38	\$13.30	\$9.92	\$9.97
	99	Settle 98% of travel vouchers within 5 days					
Accounting for Pay		<i>Number of FTE's Paid</i>	\$19.31	\$14.73	\$16.24	\$19.31	\$21.33
	100	Produce 95% of payroll name list and cost summary reports within 5 days of receipt of payroll data					
	101	Produce 95% of monthly FTE reports within 5 days of receipt of data tapes from HRS					
DIST		<i>Pricing</i>	Report utilization % + agreement				
	102	Produce and distribute 95% of vacancy reports on first working day of week					

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HUMAN RESOURCES	GOAL #	GOAL DESCRIPTION	Status					
			FY 1999	FY 2000	FY 2001	FY 2002	FY 2003	
Human Resource Service (HRS)								
	103	Publish 2 HRS Success Stories			2			
	104	Replace Present Legacy HR System with a State-of-the-Art HR System. <i>Current GPRA Goal #40</i> <i>Note: Began design and development in FY01</i>			Development completed Prototype being tested			
	105	Implement an Improved Time and Attendance System (ITAS) Selected by Customers.		Pilot Group	PSC & HRSA Regions 90% of IHS			
	106	Maintain a Customer Satisfaction Rating of 85% Satisfied with the Quality of Personnel and Payroll Services.	89%	89%				
Payroll Core Services			Per W-2	\$283.92	\$271.77	\$278.57	\$288.53	\$296.90
	107	Reduce the Unit Core Cost of Personnel/Payroll Services to PSC Customers. <i>Current GPRA Goal #33</i>	\$299 per W-2	\$272 per W-2	\$279 per W-2			
	108	Obtain a Rating of "Good to Excellent" for the Employee Benefits Statement being used by our customers.						
	109	Issue Accurate and Timely W2s. 99% of W2s issued and mailed within 15 days of the end of the tax year.			99%			



Payroll Help Desk	Number of calls		\$40.57	\$41.71	\$42.67	\$44.06	\$45.34
	110	Respond to 90% of help desk calls and inquires within 3 hours			90%		
	111	Resolve 85% of the problems brought to help desk within 3 work days			85%		
Payroll Exception Processing		Number of exceptions	\$114.44	\$117.89	\$120.57	\$124.43	\$127.73
	112	Process 90% of salary exceptions to regular payroll by official payday			90%		
	113	Process 85% of payroll exceptions within 2 pay periods			85%		
Payroll Separation Processing		Number of separations	\$20.41	\$21.11	\$21.56	\$22.24	\$22.88
	114	Exceed the OPM Timeliness Requirement of 80% of Separation Actions to OPM within 30 days. <i>Current GPRA Goal #4</i> Note: PSC goal of 85% in FY 00/01	87%	82%	86%		
ITAS	Per individual			\$9.22	\$8.84	\$8.72	\$8.98
	115	Obtain a Rating of "Good to Excellent" for the Time and Attendance System (ITAS) Being Used by Our Customers.					
Board for Correction		Per Commissioned Corps Officer	\$38.62	\$44.17	\$49.49	\$54.87	\$55.65
	116	95% of Case Index Database requests are completed within 24 hours.			95%		
Personnel Operations		Per FTE serviced	\$1,517.49	\$1,795.89	\$1,865.75	\$1,987.61	\$2,045.25
	117	Improve the Accuracy of Personnel Action Processing as measured by Reduced Rejected Actions	95%	97%	97%		
	118	Improve Timeliness of Processing Personnel Actions within seven work days.	78% vs. 80% goal	97% vs. 90% goal	97%		
	119	Maintain the Quality of Personnel Operations Services as Measured in a Customer Survey.	92% vs. 90% goal	81% vs. 90% goal	90% goal		
	120	<i>Classification Services:</i> Develop 95% of position descriptions, evaluation statements and supporting documents within 2-10 work days (routine actions). <i>Current GPRA Goal #5</i>			95%		
	121	<i>Classification Services:</i> 95% of Desk Audits conducted within 30 days.			95%		
	122	<i>Classification Services:</i> Prepare 90% of classification appeals within 60-90 work days			None appealed		
	123	<i>Staffing Services:</i> Prepare 90% of vacancy announcements within 2-3 working days upon receipt of the classified Position Description. <i>Current GPRA Goal #6</i>			93%		
	124	<i>Staffing Services:</i> Prepare 95% of Merit Promotions/DEU (best qualified list) within 5-10 working days after the announcement closes.			DEU-96% MP-100%		
	125	<i>Staffing Services:</i> 95% of verbal offers will be made within 1-2 days after selection.			95%		
	126	<i>Staffing Services:</i> 90% of written offers with EOD package will be available within 2-5 workdays			94%		

127	Staffing Services: 90% of EOD processing will be complete 3-5 workdays after effective date			90%		
128	Executive Recruitment: 90% of vacancy announcements will be done 2-10 workdays upon receipt of classified PD <i>Current GPRA Goal #7</i>			95%		
129	Executive Recruitment: 95% of BQ lists will be prepared 5-10 workdays after ORB meeting			95%		
130	Personnel processing services: 90% of promotions/within-grade increases will be done within 5 work days after effective date			90%		
131	Personnel processing services: 90% of requests for official personnel files from other agencies will be made within the pay period of EOD			88%		
132	Personnel processing services: 90% of pay documents will be processed within the pay period (unless the last Friday) <i>Current GPRA Goal #8</i>			92%		
133	Personnel processing services: 95% of personnel/pay corrections and adjustments made within 21-30 working days (routine) or 45-60 working days (complex with pay audit).			88%		
134	Personnel processing services: 95% of 50s will be delivered within 21-30 workdays after being printed			88%		
EEO Complaint Investigation		<i>Per Investigation</i>	\$3,500.00	\$4,239.13	\$4,557.69	\$4,551.22
135	Utilize Alternate Dispute Resolution (ADR) and other complaint reduction techniques to achieve a 20% reduction in PSC complaints that go to investigation.			33%		

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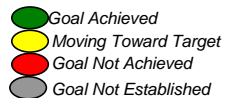
Bold: Indicates previous GPRA performance goal

COMMISSIONED CORPS PERSONNEL	GOAL #	GOAL DESCRIPTION			Status					
					FY 1999	FY 2000	FY 2001	FY 2002	FY 2003	
Division of Commissioned Corps Personnel										
	136	Publish 2 DCP Success Stories								
Commissioned Corps Personnel					Per Officer	\$2,017.05	\$2,259.68	\$2,290.52	\$2,325.00	\$2,325.00
		Assure That Active-duty Officers' OPFs are Optically Scanned, Indexed, and Available to Customers by end of FY01			80% complete		Complete in FY01			
		Assure that HHS Agency Central Personnel Offices will have Access to the Commissioned Officer Leave Tracking System (COLTS) by the end of FY 01.			Software testing complete		Complete in FY01			
	137	Increase the "Excellent" & "Good" Performance Ratings for DCP Personnel and Pay Services to 75%			65.3% vs. 65% goal	No Survey	68.20%			
Note: Survey every two years										


Note: Survey every two years

138	90% of clean medical claims processed within 14 days of receipt					
139	Less than 10 complaints received per year concerning timely response to routine requests or inquiries about medical claims					
140	95% of all retirement information packages sent to all officers approved for retirement within 7 working days of approval of the PHS Retirement Board recommendations					
141	95% of all Commissioned Corps online applicants who meet basic criteria for commissioning through pre-screening will be personally contacted, and educated about the Corps within 3 working days and given access to entire application <i>Current GPRA Goal #9</i>					
142	Process 95% of Agency approved award nominations within 10 business days of receipt. Includes review of award nomination for completeness of information, updating of officers' electronic record, producing certificate and return to Agency with appropriate hardware					
143	95% of all Commissioned Corps applicants who have completed all parts of the applicant process will be issued orders within 5 working days after hiring agency issues a 1662 <i>Current GPRA Goal #10</i>					
144	95% of all Advisory Opinions on active duty officers to be provided to Board of Corrections within 14 days of a request for an opinion					

PROGRAM SUPPORT CENTER PERFORMANCE STANDARDS



Current Goals From HRSA GPRA Plan - FOH Standards to be modified in
FY 2002

Federal Occupational Health	GOAL #	GOAL DESCRIPTION		Status				
				FY 1999	FY 2000	FY 2001	FY 2002	FY 2003
Federal Occupational Health								
	145	Publish 2 FOH Success Stories			8			
Eliminate Barriers to Care -- Increase Access Points								
	146	Clinical Service: Provide needed basic clinical services to Federal employees <i>Current GPRA Goal #13</i> FY 98 Baseline Year: 194,609 Federal employees	199,053	212,276	216,000	222,300 target	230,000 target	
	147	Environmental Health Services: Increase the hours of environmental health services provided and billed to customers <i>Current GPRA Goal #41</i>			148,989	150,000 target	165,000 target	
	148	Environmental Health Services: Increase the number of specific environmental services provided <i>Current GPRA Goal #42</i> FY 98 Baseline Year: 22,281	28,323	31,835	Measure to be dropped			
	149	Employee Assistance Program: Provide needed employee assistance services <i>Current GPRA Goal #43</i> FY 98 Baseline Year: 1.19M Federal employees	1.17M employees	1.18M employees	1.2M employees	1.3M employees target	1.3M employees target	

Assure Quality of Care		150	Improve total customer satisfaction among Federal agencies served <i>Current GPRA Goal #15</i> <i>FY 97 Baseline Year: 78%, FY9 98: 85%</i>	No Survey	89.50%	92%	95% target	95% target
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